### The potential benefits of integrated people-centred health services

#### To individuals and their families:
- Improved access and timeliness of care
- Better coordination of care across different care settings
- Shared decision making with professionals with increased involvement in care planning
- Improved health literacy and decision-making skills that promote independence
- Increased ability to self-manage and control long-term health conditions
- Increased satisfaction with care and better relationships with care providers

#### To communities:
- Improved access to care, particularly for marginalized groups
- Improved health outcomes and healthier communities, including greater levels of health-seeking behaviour
- Better ability of communities to manage and control infectious diseases and respond to crises
- Greater influence and better relationships with care providers that build community awareness and trust in care services
- Greater engagement and participatory representation in decision-making about the use of health resources
- Clarification of the rights and responsibilities of citizens towards health care
- Care that is more responsive to community needs

#### To health professionals and community health workers:
- Improved job satisfaction
- Improved workloads and reduced burnout
- Role enhancement that expands workforce skills so they can assume a wider range of responsibilities
- Education and training opportunities to learn new skills, such as working in team-based healthcare environments

#### To health systems:
- Enables a shift in the balance of care so resources are allocated where really needed
- Improved equity and enhanced access to care for all
- Improved patient safety through reduced medical errors and adverse events
- Increased uptake of screening and preventive programmes
- Improved diagnostic accuracy and appropriateness and timeliness of referrals
- Reduced hospitalizations and lengths of stay through stronger primary and community care services and a better management and coordination of care
- Reduced unnecessary use of health care facilities and waiting times for care
- Reduced duplication of health investments and services
- Reduced overall costs of care per capita
- Reduced mortality and morbidity from both infectious and non-communicable disease